



Industry Governance Group

8th May 2024

IGG Agenda



Minutes from Previous IGG Meeting	10:30 – 10:35
Review of Action Items	10:35 – 10:45
CRU Update	10:45 – 11:05
Version 1 Update	11:05 – 11:20
Retail Market Design Service Update	11:20– 11:40
MRSO Update	11:40 – 12:00
ESBN Networks Update	12:00 – 12:20
AOB	12:20 – 12:25
Next Steps	12:25 – 12:30

Minutes from previous IGG



For Approval Today:

- Minutes (v2.0) from meeting on **10th April 2024.**

IGG Actions



Updated IGG Action List issued in advance of meeting

- Action no 1170 Timeline & Programme for delivery of MCR1208

CRU Update

Industry Governance Group

08th May 2024

CRU Update

Enhanced Customer Protections/Supplier Handbook

- CRU intend to undertake a review of the enhanced customer protection measure with a view to including some of these measure in the supplier handbook.
- Some small clarifications and edits will also be proposed to the Handbook.
- CRU aim to circulate the proposed changes to the Supplier Handbook in June with a view to getting feedback from suppliers in advance of any potential inclusions.
- Suppliers will be given several weeks to review and provide any feedback

CRU Update

CRU CCT Update – CTF

- Some customers who have a smart meter have experienced a drop in their CTF value and as such were moved to estimated reads without their knowledge
- CRU reminds suppliers that where a customer is on MCC12 and their CTF value is reduced to 01 or 02 that suppliers request a change to Non-Interval Smart Date Services to change the MCC to MCC16 which will alert ESNB to take manual reads
- CRU also considers it reasonable that where a CTF drop occurs, suppliers proactively notify customers so they that they can decide whether staying on a smart tariff is still appropriate for them



VERSION 1

**Assurance
Services for
the Retail
Electricity
Market**

Industry Governance Group (IGG)

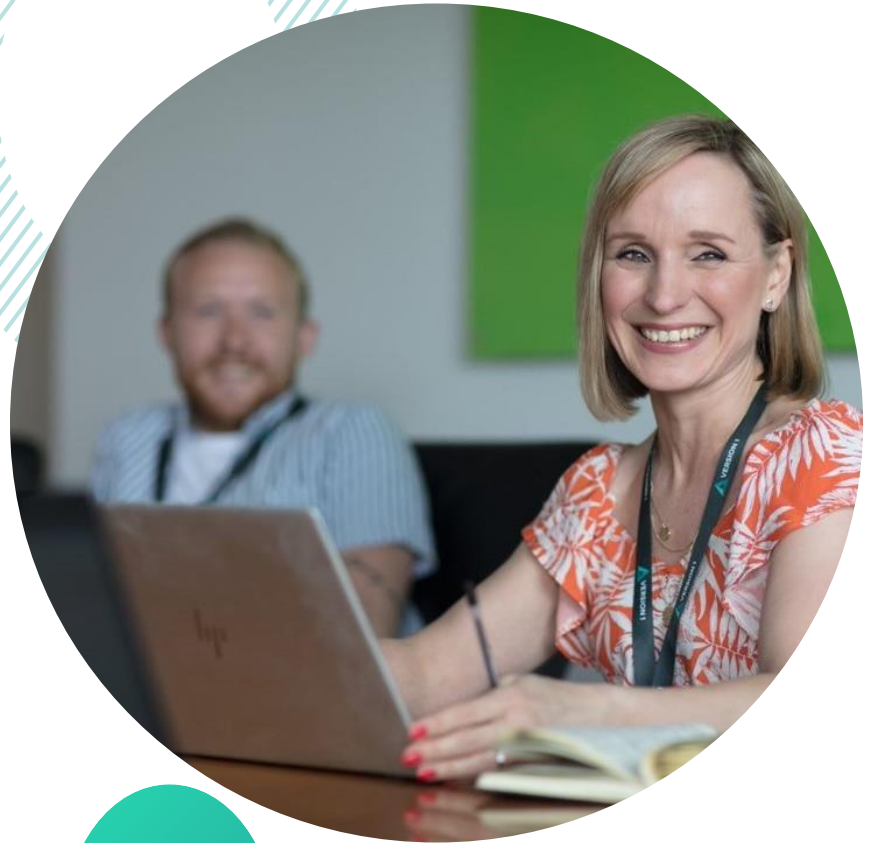
Presented

By: Version 1

Date: 8th May 2024

Company

Classification: Controlled



Market Assurance Activity – V14.00.00 Market Release

- **V14.00.00 Assurance: Self-Assessment PQ**

- The first stage of Assurance conducted was the Self-Assessment PQ;
- The Self-Assessment PQ was issued on the 4th March 2024 (a draft version was provided on the 6th February 2024 to benefit early review);
- The initial assurance assessment outcome report is being reviewed by the CRU the anonymised version of the report will be issued in due course;
- The next stage of assurance will be formal assessment for the suppliers that will provide Smart PAYG services upon functionality contained within the Market Release being available;
- The Assurance Body would like to thank all Suppliers who returned the completed PQs on time;
- The next slide details a summary of some of the observations the Assurance Body noted;

V14.00.00 Market Release – PQ Observations

Seeking to enhance assurance processes for market releases.

The Assurance Body identified numerous positives during the Assurance activities for the V14.00.00 conducted to date.

Thank you for your interactions and support.

Looking forward to the next Assurance stages we thought it would be useful to mention a few observations.

PQ Responses – overall responses were good, however for some they did not directly answer the question asked or the evidence provided was not of a sufficient detail as would have been expected. Where applicable this will be picked up in the formal assessment phase.

Industry Attendance – we would encourage attendance at industry meetings, they are so beneficial – we note approximately 30% of participants currently do not regularly attend industry meetings. Whilst this has slightly improved since raised at v13.6, still remains an issue.

System development lifecycle – for clear visibility of how the impacts and required system and process changes that have been assessed and planned, it would be beneficial to track the system design and developments back to the impact assessments conducted and ultimately the MCR(s).

MCR Versions – suppliers should ensure the RMDS website is the principal source of MCR detail and keep abreast of the reversioning of MCRs.

Testing timelines – The delay in starting UAT provides less contingency prior to IPT commencing for any defects raised in UAT to be resolved prior to market wide IPT testing. The movement of dates and lack of any further contingency available is enhancing the risk on the Go Live date.

V14.00.00 Timeline – Next Steps

- **V14.00.00 Assurance – Timeline**
 - All key stage Assurance milestones have been achieved;
 - A small number of PQ responses were overdue, however were accommodated within the timeline;

- **Formal Assessments – Timeline**
 - Meeting Agenda’s have been issued
 - Supplier meetings commence: Monday 13th May
 - ESB Networks will be held in June

Key stage	Date	Status
Assurance approach approved by CRU	18 April 2023	✓
Assurance approach approved by IGG	26 April 2023	✓
Market Participant Self-Assessment Questionnaire released	4 March 2024	✓
Market Participant Self-Assessment Questionnaire response	22 March 2024	✓
Self-Assessment Findings Report issued to CRU	12 April 2024	✓
Anonymised Self-Assessment Findings Report issued	24 April 2024	✓
RMDS Issues IPT plan	10 May 2024	
Supplier Formal Assessments performed	13 May – 7 June 2024	
Supplier Formal Assessment Finding report issued to CRU	14 June 2024	
ESB Networks Formal Assessment performed	17 June – 5 July 2024	
ESB Networks Formal Assessment Finding report issued to CRU	12 July 2024	



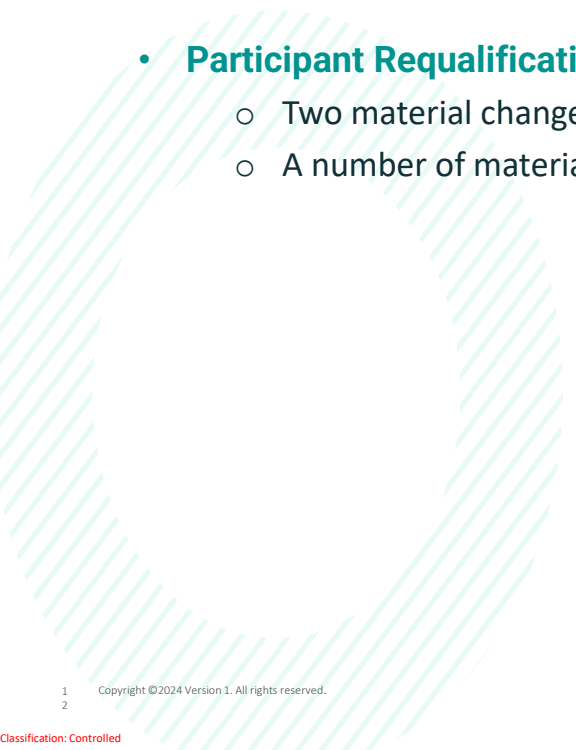
Participant Assurance Activity



- **Participant Entry Assurance**

- 2 self supplier market entries have been processed.
- 1 export only market entry has been processed.
- A number of other new market entrant applications are in the application phase.

- **Participant Requalification and Material Change Assurance**

- Two material change applications are currently being processed.
 - A number of material change, and requalification applications are in the planning phases.
- 



VERSION 1

Thank you

Thank you for your time, if you
would like to find out more,
please visit our website
www.version1.com



VERSION 1



Retail Market Design Update

Suzanne Hudson, RMDS

Re-Versioned MCR1221 - Contingency Process For Failure in SPAYG Technology Chain Categorisation



MCR1221	Details		
Date Raised	02/03/2022	Date last Approved	26/04/2023
Requesting Organisation	RMDS	Jurisdictional Implementation	ROI
Schema Impacting	N	Jurisdictional Applicability	ROI
Latest Version	3.0		
Change Summary	Updated with new working practice WP0035		
Classification	<ul style="list-style-type: none"> At Today's Meeting; For Approval as a re-versioned MCR 		

Upcoming Outages









There is 2 Planned Outages in May: 19th May 8am to 2pm approximately.

All details are posted on the RMDS website.

[RMDS Website](#)

v14.00.00 Release – Status

MCR	Version	Description	Completed Milestones	Status
1189	7.0	Additional code in the 017MM to select a de-energisation with a service removal	Schema Draft 3 released	
1193	6.0	New 603MM Daily Summary Transaction Details	Schema Draft 3 released	
1209	7.0	Annual Consumption for HH Sites	Schema Draft 3 released	
1216	6.0	Smart Metering Remote Operations	Schema Draft 3 released	
1219	5.0	SPAYG System and Process changes necessary to deliver policy	Schema Draft 3 released	
1208	2.0	Smart Metering Default Data	None. Delivery blocked, dependant on the Smart Metering Data Access Code	Decoped
1221	2.0	Contingency Process for Failure in SPAYG Technology Chain	MCR Baselined.	

Note:

- SIT end date 31/05/24 (following replan communicated at ILG)

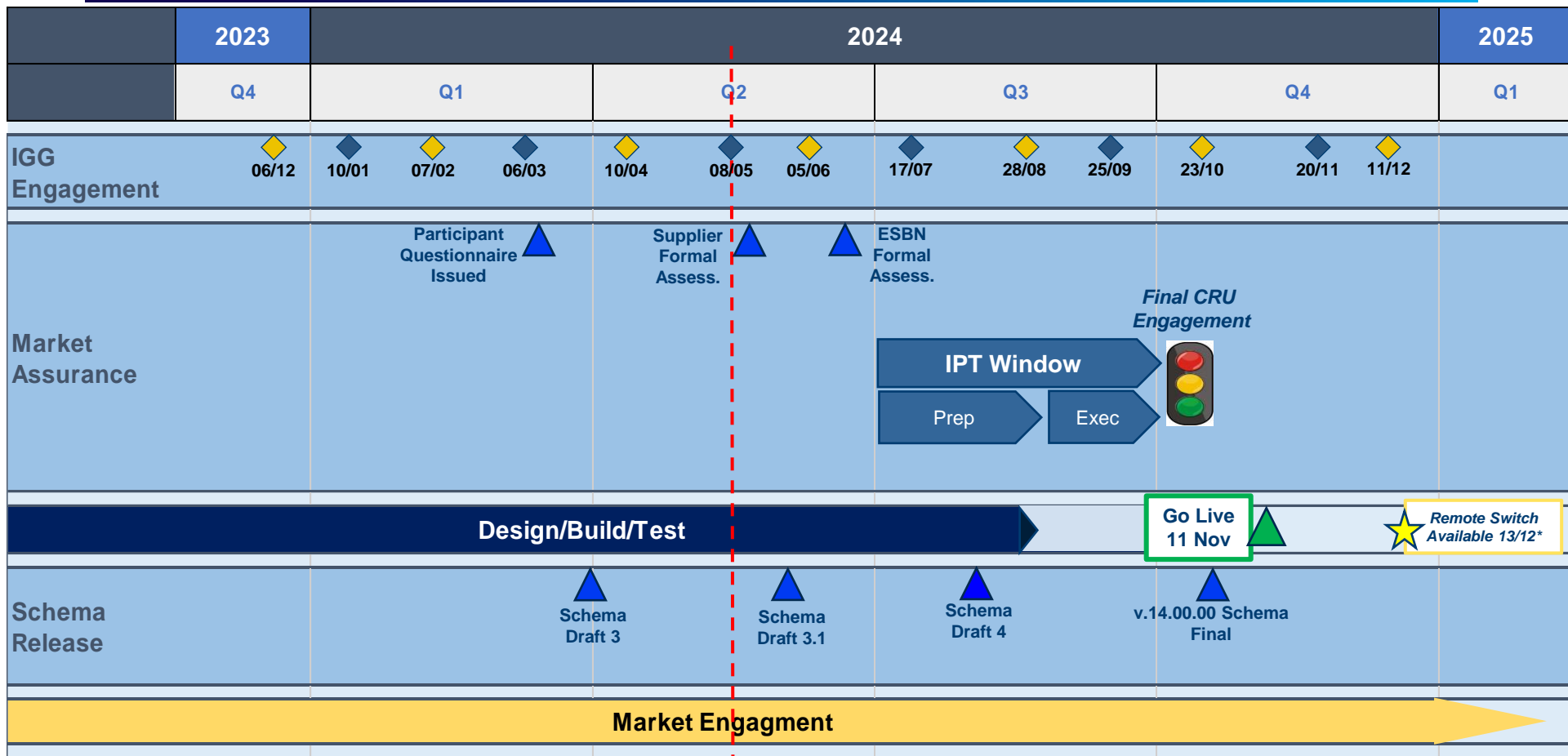
Upcoming Milestones this Month:

- Placeholder for Schema Draft 3.1 in May following ESBN System Integration Testing. No changes to Draft 3 have been identified to date during ESBN SIT.
- Sample Artefacts including Market Messages, Downloadable Files, Webservice JSON, Screenshots etc. will be shared week ending 17 May.
- V14.00.00 Cutover Roadmap will be shared at the end of May.

TWG Schedule

- Next TWG is provisionally planned for May 29.

v14.00.00 Release – Plan



May 2024

*Post Activation of Firmware Switch on SEMs

Legend

- Key Milestone (Confirmed & Draft)
- IGG (Meetings & Calls)
- Go Live

MCR Re-Versioning Approval

Approval is sought for the re-versioned MCR:

MCR	Title	Version
MCR1221	Contingency process for failure in SPAYG technology chain	3.0*

**Please note the version numbers above are subject to MCR Re-Versioning approval*



Retail Market Design Service

Thank You



NETWORKS

MRSO Update

Marion Otieno

8th May 2024

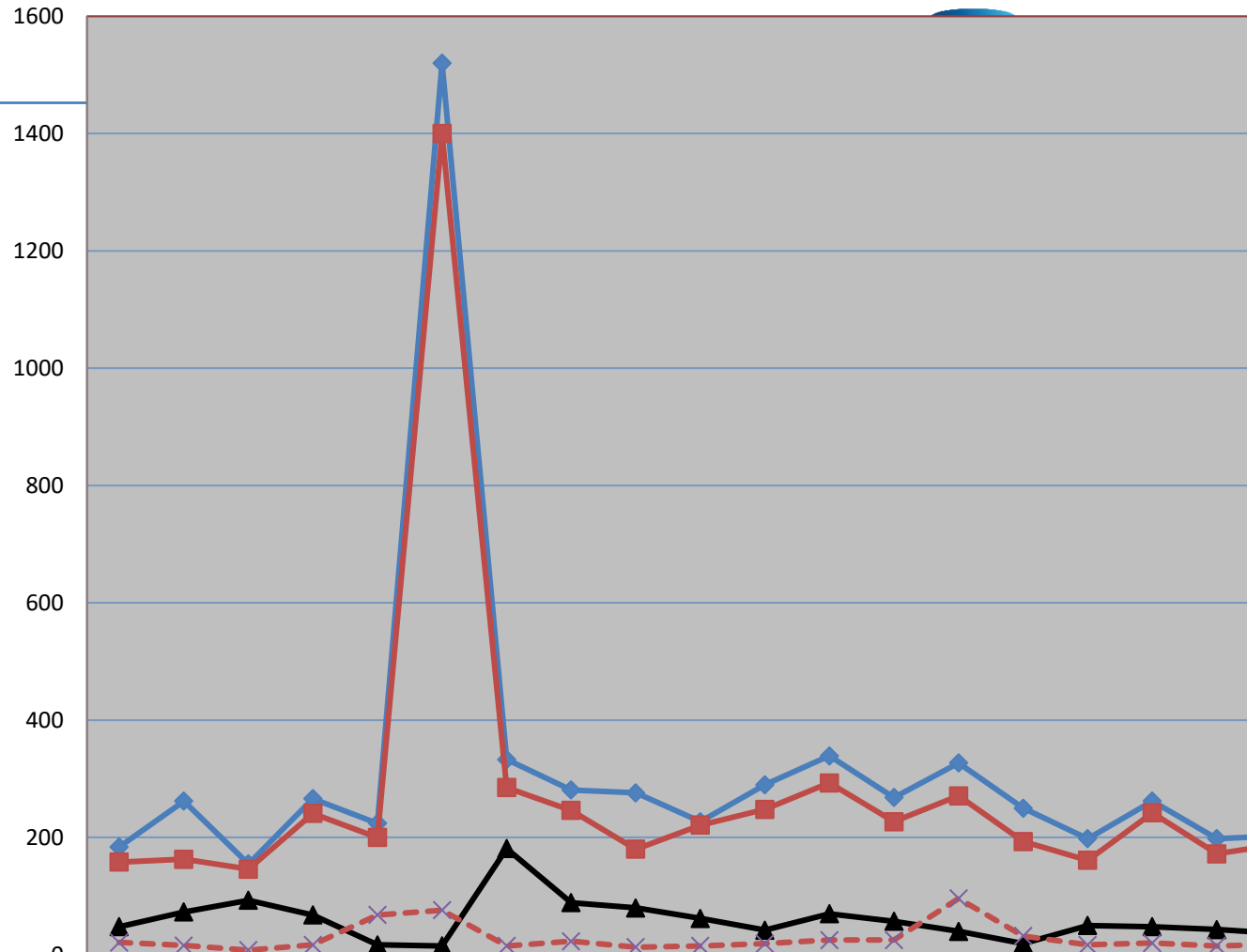
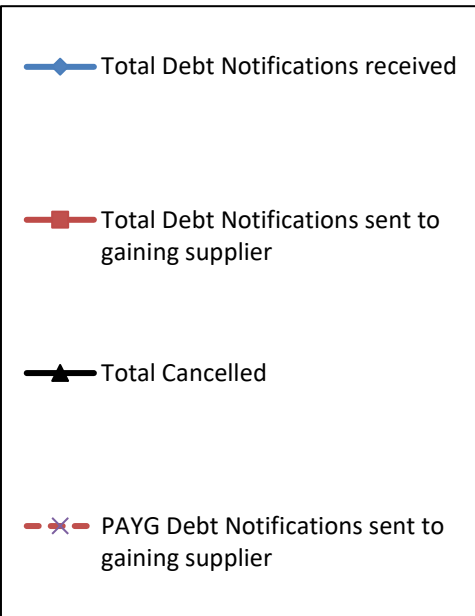


Debt Flagging

	Feb – 24	Mar – 24	Apr – 24
Total Debt Notifications received (012)	262 (21)	198 (18)	203 (19)
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	20 (1)	26 (3)	14 (1)
Total Debt Notifications sent to gaining supplier (112)	242 (20)	172 (15)	189 (18)
Total not cancelled	194 (15)	129 (11)	153 (13)
Total cancelled	48 (5)	43 (4)	36 (5)
Total Debt Notifications sent to gaining supplier as % of total COS	0.66%	0.53%	0.55%

Figures in brackets represent situations where an ESB Networks PAYG meter is installed.

Debt Flagging

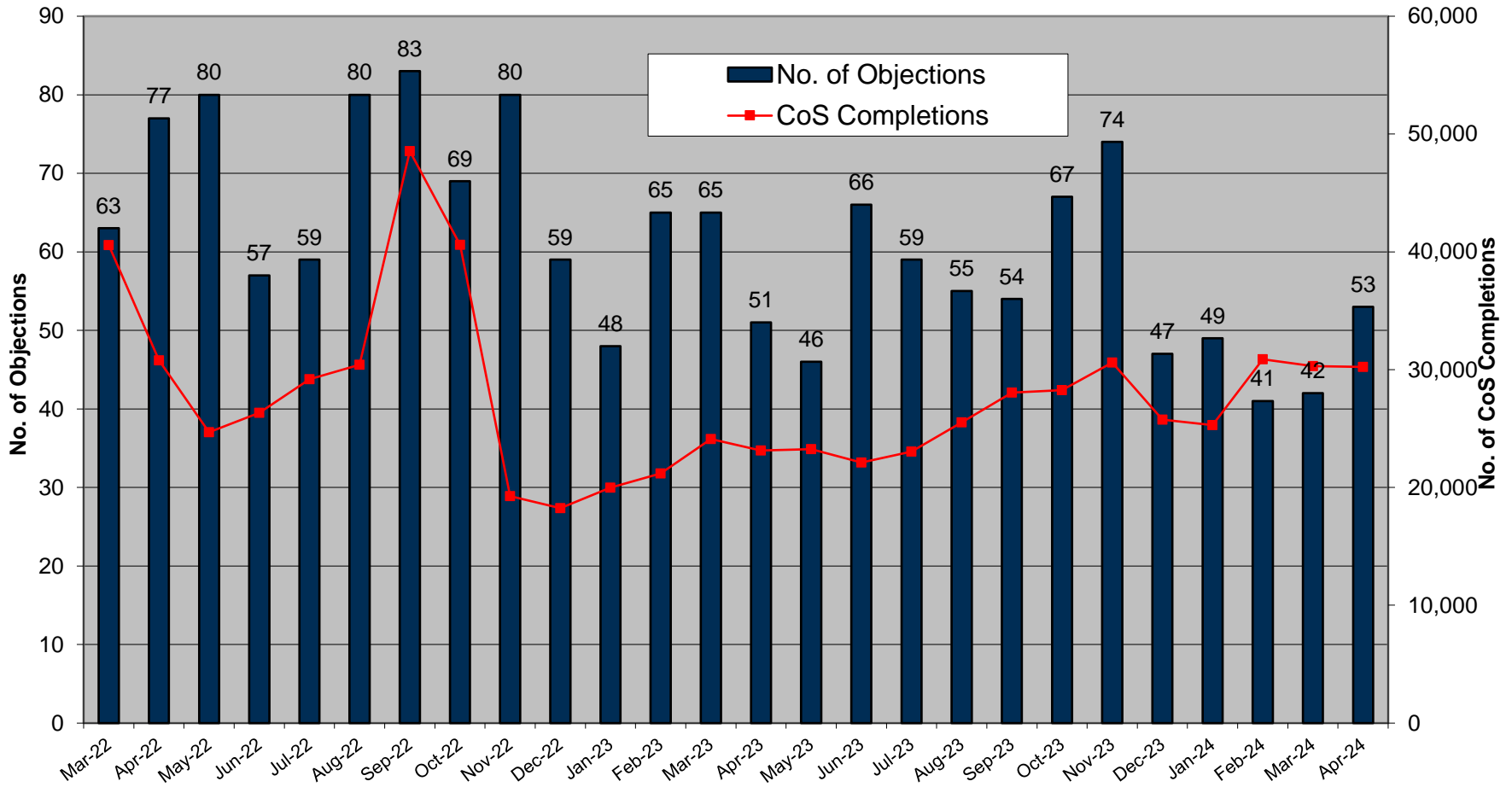


	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Total Debt Notifications received	184	262	155	266	224	1520	333	281	276	227	290	339	268	327	250	198	262	198
Total Debt Notifications sent to gaining supplier	158	163	146	241	200	1400	285	246	180	221	248	293	227	271	193	161	242	172
Total Cancelled	48	73	93	68	17	15	181	89	80	62	42	70	57	40	19	50	48	43
PAYG Debt Notifications sent to gaining supplier	21	16	8	17	68	76	15	23	13	15	19	25	25	96	32	17	20	15

Objections – Erroneous Transfer

	Feb-24	Mar-24	Apr-24
No. of Objections	41	42	53
Cancellations from Objections	5	7	9
Objection emails to MRSO	8	3	6
Reasons:			
Uncontactable by phone	1		3
Written communication	3	2	1
COS confirmed	4	1	2
Other			
Escalation emails	4	2	5

Objections – Erroneous Transfer



List of new Smart MCC Switches as of 2nd May 2024



MCC 12 – New Smart HH

Total to date – **314,751**

MCC 16 – New Smart Day / Night / Peak

Total to date – **42,060**



NETWORKS

Industry Governance Group (IGG) Presentation

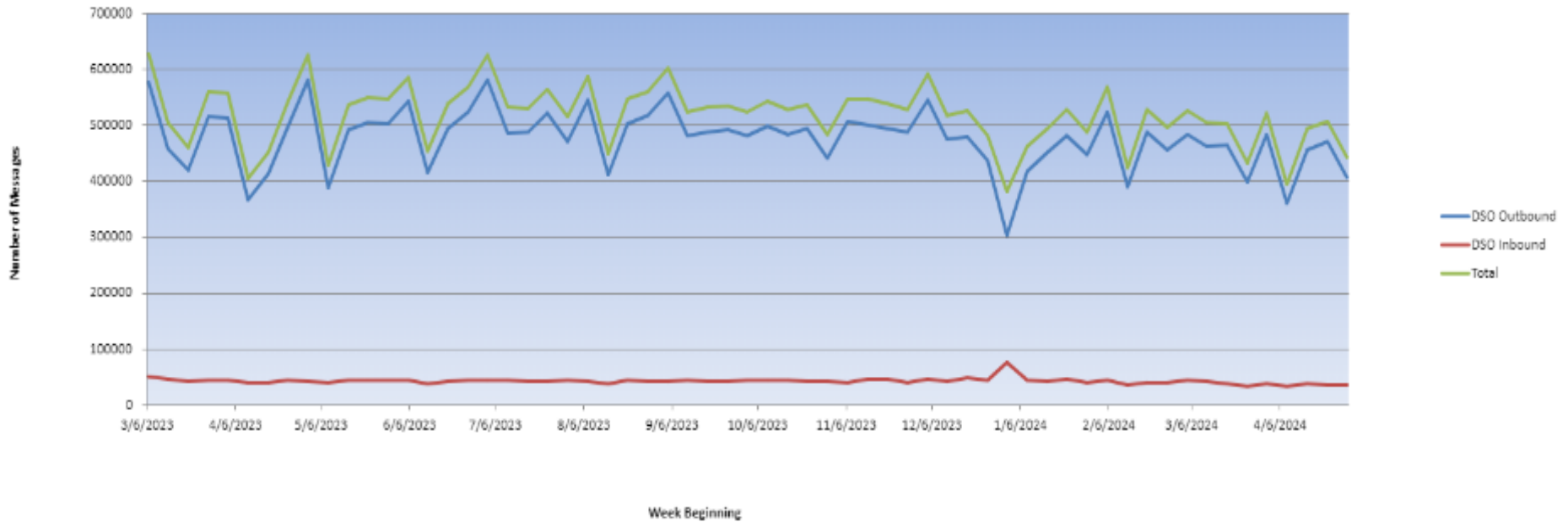
ESB Networks Retail Market Services
8th May 2024



Agenda

1. Tibco Market Activity
2. Update on MCC12 Non-Zero Estimates During Power Outages
3. Market Participant Survey Areas of Focus
4. PAYG Update

Market Message Volumes



Tibco Outages (Planned and Unplanned April 2024)



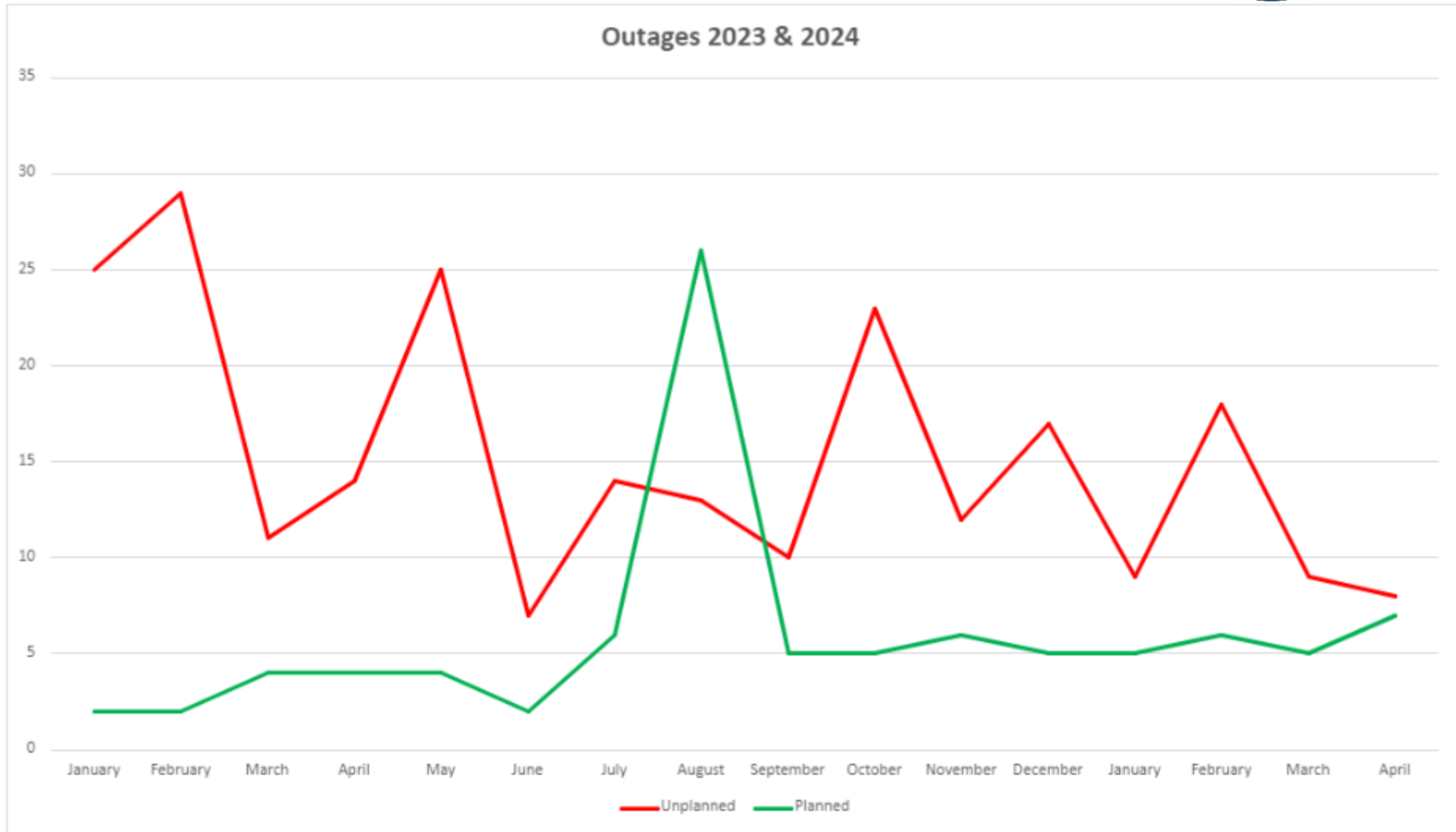
Planned outages – April 2024

Supplier	Count	Supplier	Count
Supplier 1	0	Supplier 14	2
Supplier 2	0	Supplier 15	1
Supplier 3	2	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	0	Supplier 18	0
Supplier 6	0	Supplier 19	0
Supplier 7	0	Supplier 20	0
Supplier 8	0	Supplier 21	0
Supplier 9	0	Supplier 22	0
Supplier 10	1	Supplier 23	1
Supplier 11	0	Supplier 24	0
Supplier 12	0	Supplier 25	2
Supplier 13	0		

Unplanned outages – April 2024

Supplier	Count	Supplier	Count
Supplier 1	0	Supplier 14	0
Supplier 2	1	Supplier 15	0
Supplier 3	1	Supplier 16	0
Supplier 4	0	Supplier 17	0
Supplier 5	3	Supplier 18	0
Supplier 6	1	Supplier 19	0
Supplier 7	0	Supplier 20	0
Supplier 8	0	Supplier 21	0
Supplier 9	0	Supplier 22	0
Supplier 10	0	Supplier 23	0
Supplier 11	1	Supplier 24	0
Supplier 12	1	Supplier 25	0
Supplier 13	0		

Tibco Outages (Planned and Unplanned 2023 & 2024)



Update on MCC12 Non-Zero Estimates during Power Outage Scenarios



- The following actions have taken place for impacted MPRNs during storms Isha and Jocelyn (Jan24):
 - Two data corrections took place to address these impacted MPRNs (6,447 MPRNs) on 14th & 15th March and 12th April.
 - Lists were shared to the relevant suppliers for both data corrections.
 - Data was corrected via the Central Market Systems and market messages issued.
 - There are a small number (approx. 650) of remaining MPRNs to be corrected for storms Isha and Jocelyn. These are expected to be completed in the next 1-2 weeks.
- This data analysis is very complex in nature. ESB Networks wish to thank suppliers for their patience whilst this continues until the preventative fix is in place.
- ESB Networks request for suppliers to ensure these updates at IGG are being shared at an operational level for those dealing with customer queries.
- Once the high impact storms Isha and Jocelyn data corrections are completed, ESB Networks will correct any similar multi-day power outage issues on a bi-monthly frequency (using the same market message process), until the preventative systems fix is in place.
- As advised at previous IGG meetings, ESB Networks is continuing to work with the vendor on a release date for the preventative fix required. ESB Networks will continue to keep the IGG updated on progress.

1. Sources of Retail Market Information

Increasing awareness to all Market Participants on the Retail Market information available

2. Market Participant & ESB Networks 1-2-1s to continue

Market Participants are looking to continue their engagement with ESB Networks via these more informal sessions

3. Improved Query Response Times

Market Participants are looking for ESBN's response times to their queries to improve

4. Interim Microgeneration Solution

Better focus on the issues related to the Interim Microgeneration Solution

- Reminder that Monday 3rd June is **not** a credit friendly holiday.
- If a customer loses supply on this date the purchase of credit is required to top-up the meter and restore supply.
- ESB Networks will process PMP requests submitted via the extranet up to 5pm on Friday 31st May. Requests submitted after this will be processed on Tuesday 4th June.
- Customers can still purchase credit using their old KPN card for their old supplier until the PMP is processed.
- ESB Networks will use the contact details provided by suppliers previously. Any updates required for these contact details should be provided to keypadmanagement@esb.ie

Thank You

AOB

Next Steps



Diary dates for next meetings:

- **IGG Conference Call: Wednesday 5th June 2024**
- Dates for 2024 are on Calendar of Events on RMDS website www.rmdservice.com

Thank You